

## Resources

## CREDIT BUREAUS

**You are entitled to a free copy of your credit report if you have been a victim of identity theft, been denied credit, receive welfare benefits, or are unemployed. Contact one of the following credit agencies or visit [www.annualcreditreport.com](http://www.annualcreditreport.com)**

**Equifax**

P.O. Box 740241, Atlanta, Georgia 30374-0241

- To order your credit report, call (800) 685-1111
- To report fraud, call (800) 525-6285
- [www.equifax.com](http://www.equifax.com)

**Experian** (formerly TRW)

P.O. Box 949, Allen, Texas 75013-0949

- To order your credit report, call (888) 397-3742
- To report fraud, call (888) 397-3742
- [www.experian.com](http://www.experian.com)

## Trans Union

P.O. Box 390, Springfield, Pennsylvania 19064-0390

- To order your credit report, call (800) 916-8800
- To report fraud, call (800) 680-7289
- [www.transunion.com](http://www.transunion.com)

## FEDERAL AGENCIES

**Federal Trade Commission**

600 Pennsylvania Ave,  
NW, Washington, DC 20580

- To report fraud, call (877) 438-4338
- [www.consumer.gov](http://www.consumer.gov)

**Social Security Administration**

- To report fraud, call (800) 269-0271
- [www.ssa.gov](http://www.ssa.gov)

**United States Postal Service**

- Report mail theft to the Postal Inspector
- [www.usps.gov](http://www.usps.gov)

**Your Long Beach Police Department case number is:**

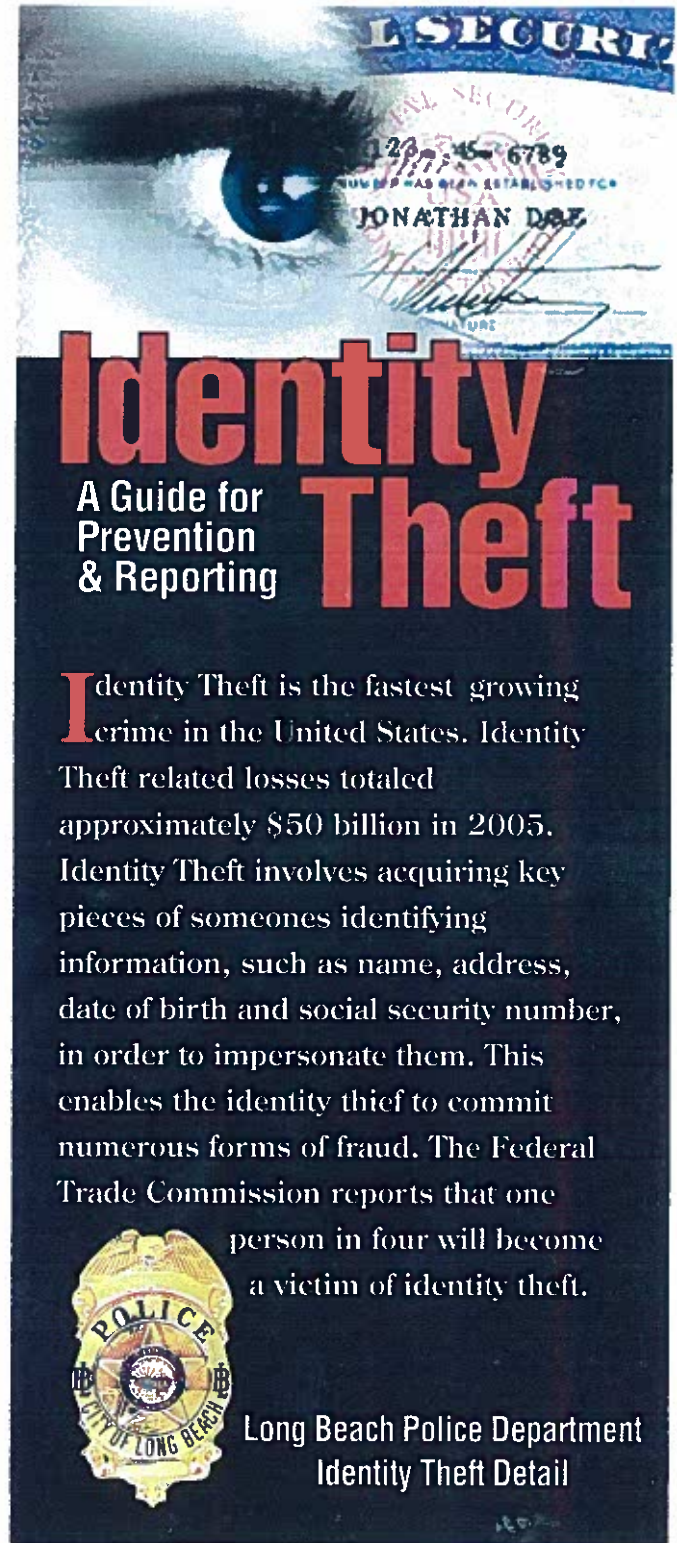
Make note of this case number in your detailed history folder and reference it when you have contact with any business or law enforcement agency concerning this report. Depending upon the location (jurisdiction) of where the crime occurred (goods or services obtained or delivered), a LBPd investigator may or may not be assigned this case. The case may be transferred to another law enforcement agency if the crime occurred in another jurisdiction.

NOTES: \_\_\_\_\_

**Long Beach Police Department**  
**400 West Broadway Avenue**  
**Long Beach, CA 90802**

**To file a report, call your local substation:**

**Downtown Station .....(562) 570-7312**  
**East Station .....(562) 570-5880**  
**North Station .....(562) 570-9800**  
**West Station .....(562) 570-3400**



## Prevention Tips

### MAIL

- Get a locking mailbox and promptly remove mail after delivery.
- Deposit outgoing mail in post office collection mailboxes or at your local post office. Do not leave mail in unsecured mail receptacles.

### PERSONAL INFORMATION

- Never give personal information such as your social security number, date of birth, mother's maiden name, credit card number, or bank PIN code over the telephone unless you initiated the phone call.
- Memorize your social security number and all of your passwords. Do not record them on any cards or on anything in your wallet or purse.
- Beware of mail or telephone solicitations disguised as promotions offering instant prizes or awards designed solely to obtain your personal identifying information.
- Use caution when disclosing checking account numbers, credit card numbers, or other personal financial data online unless you receive a secured authentication key from your provider.
- Beware of any unsolicited emails asking for you to click on a link and update your personal information. Legitimate companies will not ask you to do this.

### CREDIT CARDS AND ACCOUNT STATEMENTS

- Report all lost or stolen credit cards immediately.
- Empty your wallet of extra credit cards and cancel the ones you do not use.
- Order your credit report from the three credit bureaus once a year to check for fraudulent activity.
- Never leave receipts at bank machines, bank counters, trash receptacles, or gasoline pumps.
- Sign the back of all new credit cards immediately.
- Save all credit card receipts and match them against your monthly bills.
- Shred pre-approved credit applications, credit card receipts, bills, and other financial information before discarding them.
- Be aware of when to expect financial statements. If they do not arrive, contact the sender.

## Prevention Tips

- Notify your credit card companies and banks when you change your address or phone number.
- Never put your credit card or other financial account numbers on a postcard or the outside of an envelope.
- If you are expecting a new credit card and it hasn't arrived in a timely manner, contact the bank or credit card company involved.

**If you receive a bill from a creditor or collection agency, and you didn't make the charges, you may be the victim of Identity Theft. In addition to contacting the Police Department, send a Courtesy Notice (sample below) to either the creditor or collection agency.**

### Sample Courtesy Notice

(Date)

Dear (Creditor Name/Collection Agency Name):

On (Date), I received your letter demanding payment of (\$\$\$ - amount). I did not open this account and incur this unpaid balance. Someone, other than myself, wrongfully used my personal information to obtain a line of credit/service. Your company extended a line of credit/services to someone, other than myself. Your company is a victim and should file a police report in the appropriate jurisdiction.

You are hereby notified that on (Date), I filed an identity theft report with the Long Beach Police Department. The case number is #\_\_\_\_\_, a copy of which can be obtained by contacting the LBPD Records Section at (562) 570-7381.

Closing,

(Your name and address)

## Reporting Information

### IF YOU ARE A VICTIM OF IDENTITY THEFT

- Set up a folder to keep a detailed history of the crime.
- Keep a log of all your contacts and make copies of all documents.
- Contact all creditors, by phone and in writing to inform them of the problem.
- Call any one of the three credit bureaus fraud departments to report identity theft. Ask to have a Fraud Alert/Victim Impact statement placed in your credit file asking that creditors call you before opening any new accounts.
- Request a copy of your credit report.
- Report the crime to your local law enforcement agency within the jurisdiction you reside in. Give them as much documented evidence as possible.
- If your Social Security Number is being used, contact the Social Security Administration's Fraud Hotline at (800) 269-0271.
- Contact the Department of Motor Vehicles to see if another license was issued in your name. If so, request a new license number and fill out the DMV's complaint form to begin the fraud investigation process.
- If you are wrongfully identified as a criminal, the California Department of Justice has an Identity Theft Registry. Report this to the State Department of Justice at:  
\* (888) 880-0240 (staffed 24 hours a day)  
\* [www.ag.ca.gov/idtheft/general.htm](http://www.ag.ca.gov/idtheft/general.htm)
- Alert your banks to flag your accounts and contact you to confirm any unusual activity. Request a change of PIN and a new password.
- If you have any checks stolen or bank accounts set up fraudulently, report it to the following companies:
  - ★ National Check Fraud Services-(800) 571-2143
  - ★ SCAN-(800) 262-7771
  - ★ TeleCheck-(800) 710-9898 or (800) 927-0188
  - ★ CheckRite-(800) 766-2748
  - ★ CrossCheck-(707) 586-0551
  - ★ Equifax Check Systems-(800) 437-5120
  - ★ International Check Services-(800) 526-5380
- Determine the amount of your financial loss due to identity theft and be prepared to provide supporting documentation.